

For Commission Use Only:

Case: 07-0497

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Stephen Merritt

Against (Utility name): U.S. Energy Savings Corp.

As to (Reason for complaint) Exit fees

in _____ Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P.O. Box 2605, country club Hill- IL 60478
469 Hirsch, Oak City, 543 W. 14th St, Chicago IL 60616
The service address that I am complaining about is 4807 Sunset Ln, CC. Hills, 13810 S. Cicero Crestwood

My home telephone is (708) 466-4539

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 653-3693

My e-mail address is _____ I will accept documents by electronic means (e-mail) ☐ Yes ☒ No

(Full name of utility company) U.S. Energy Savings Corp (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Title 83 part 280

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

(see attached sheet)

Please clearly state what you want the Commission to do in this case:

reverse (credit) exit fees on A/c .

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: September 12, 2007
(Month, day, year)

Complainant's Signature: X

Stephen Merritt

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

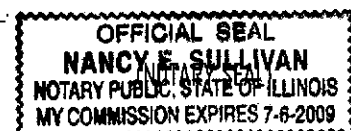
A notary public must witness the completion of this part of the form.

I, Stephen Merritt, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

X Stephen Merritt
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 09-24-07

Nancy E. Sullivan
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Formal Complaint from Stephen Merritt Against U.S. Energy Saving

1. On 6/29/2006, I was approached at my residence, by a U.S. Energy salesman Rockie Farhold. Rockie offered me a 5 year contract for gas at my home at a fixed rate of 1.19 per therm. At that time I accepted the offer and also signed up three (3) of my rental properties. Rockie told me I can cancel anytime within the 5 year period. At no time was a cancellation fee mentioned. The marketing of U.S. Energy is similar to Comcast's cable door to door sign up promotions. Actually Rockie came behind a Comcast sales representative. This marketing approach does not lend itself to a detailed review of the contract and I signed it based on the information provided by Rockie Farhold.
2. On 7/9/07, Anashia, a manager @ U.S. Energy, called me back and informed us that there would be an exit fee on all accounts, and that the accounts could not be cancelled until the exit fee approximately \$7,000 is paid. I firmly told Anashia that Rockie never informed us that there would be an exit fee. I told her I am absolutely disputing this charge. She informed that it was nothing she could do the accounts could not be cancelled until the exit fee was paid.
3. On 7/19/07, I received my bills from Nicor with my exit fees totaling \$6,557.15. Outrageous. We are disputing these charges.